



Los Angeles County – Department of Health Services
EMERGENCY MEDICAL SERVICES
ANNUAL UPDATE 2012
(Fiscal Year 2011-2012)



EXECUTIVE SUMMARY

Health and Safety Code, Division 2.5, Section 1797.254, requires the Emergency Medical Services (EMS) Agency to submit an EMS Plan to the State EMS Authority and follow it with annual updates thereafter. Attached is the Los Angeles County 2012 Annual Update which provides the required information on the status of our system and the EMS Agency's progress toward meeting long-range goals.

SYSTEM STATUS:

OLD BUSINESS:

Since the Board of Supervisors' approval in 2006, Los Angeles County's ST Elevation Myocardial Infarction (STEMI) program has expanded to 34 STEMI Receiving Facilities (SRCs), 31 in Los Angeles County and three out-of-County, and continues to receive nationwide attention for the data resulting from the program. The most recent addition was Hollywood Presbyterian Medical Center in April of this year. Los Angeles County continues to maintain one of the largest SRC programs and is regarded as a national model due to our geographical size and number of paramedics. The American College of Cardiology and The Joint Commission hospital accrediting bodies have instituted a goal of 90 minutes from the time the patient enters into the emergency department to the time of cardiac intervention. Exceeding this goal, Los Angeles County EMS maintains a median time of 79 minutes from prehospital 12-lead electrocardiogram time to cardiac intervention.

The Approved Stroke Center (ASC) program was fully implemented following approval by the Los Angeles County Board of Supervisors back in November 2009. In accordance with Reference No. 521, *Stroke Patient Destination*, patients who exhibit signs of an acute stroke may be taken to a hospital that is identified as an ASC. Before a hospital can be designated as an ASC, they must meet the standards to obtain certification by The Joint Commission or Det Norske Veritas as a Primary Stroke Center. Since its inception, the program has expanded to 28 ASCs, 25 in Los Angeles County and three out-of-County. The most recent additions are West Hills Hospital and Medical Center in August 2011, and Verdugo Hills Hospital in January and Antelope Valley Hospital in February of 2012.

Efforts to evaluate and address the capabilities of a 30-year old communications system and determine future needs continue. The EMS Agency is an active participant and voting member of the governing body of the Los Angeles Regional Interoperable Communications System (LA-RICS) Committee. LA-RICS' mission is to provide the finest mission-critical communication system with unwavering focus on the needs of the public safety professional, designed and built to serve law enforcement, fire service, and health service professionals throughout Los Angeles County.

With over 80 public safety agencies and approximately 34,000 first-responders, and encompassing a sprawling terrain of over 4,060 square miles that approximately 10 million

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people call home, the Los Angeles region seeks a modern interoperable public safety broadband network that allows multiple agencies to respond to the widest possible variety of emergencies. The LA-RICS Authority is proposing to deploy a 700 MHz public safety mobile broadband network across all of Los Angeles County, featuring almost 300 wireless 700 MHz public safety broadband sites using new and existing infrastructure, fixed microwave backhaul rings, and 100-miles of high-capacity fiber backbone. The network would enable computer-aided dispatch, rapid law-enforcement queries, real-time video streaming, medical telemetry and patient tracking, geographic information systems services for first responders, and many other broadband-specific applications.

LA-RICS will support rapid, safe, effective public safety response during daily operations, and support faster, better-coordinated, large-scale responses to emergencies such as wildfires, earthquakes, or other disasters. The Los Angeles Region is designated as a high-threat area by the Department of Homeland Security. The new system will mitigate this threat by providing more efficient and effective emergency response.

On April 2, 2012, verbal notification was received from the Department of Commerce (DOC) indicating a freeze on the LA-RICS Authority's ability to spend Broadband Technology Opportunity Program grant funding pending a determination of FirstNet system architecture for the Nationwide Public Safety Broadband Network. The LA-RICS Authority is continuing to work with the DOC to clarify what portions of the project may continue, and which portions must remain suspended. At this time, the LA-RICS procurement is still on hold until the LA-RICS Authority determines the best option in moving forward with the procurement process.

Efforts continue to expand and refine the Trauma Emergency Medical Information System (TEMIS) to better standardize data and enable the implementation of system wide quality improvement. As a component of a Homeland Security Grant, EMS, Base Hospital, Trauma Center, SRC, and ASC databases will be merged to provide for expansion, allow information sharing, and enable implementation of system-wide performance improvement.

Copies of databases have been created for development/testing purposes, and the basic architecture and various algorithms have been developed. Some test merging has taken place, and mapping work continues. Meanwhile, duplicate and blank record issues are being resolved with the involved facilities and agencies. Ultimately, we hope to have a report generator that can report on aspects of a patient encounter throughout the various phases of care. The sequence number will function as the primary unique identifier, but probabilistic matching and individual review will also need to be utilized.

In addition, the EMS Agency continues working with individual providers to implement electronic data collection. Los Angeles City Fire Department, which accounts for approximately 35 percent of EMS responses, has implemented an electronic patient care record and has been able to successfully submit data to the EMS Agency.

The Field Administration of Stroke Therapy-Magnesium Trial (FAST-MAG Study) that allows paramedics to administer medication in the field to potential stroke victims continues to actively enroll patients. It is anticipated that the target volume of 1700 patients will be enrolled by the end of calendar year 2012.

NEW BUSINESS:

Los Angeles County Treatment Protocols:

Los Angeles County Treatment Protocols, implemented on **July 1, 2011**, are the amalgamation of the former Base Hospital Treatment Guidelines and the Standing Field Treatment Protocols into a single set of documents that address everything from cardiac arrest to pain management, trauma to pediatrics, and hypothermia to burns. The protocols were under development for over two years and required a detailed review of all the documents governing EMS.

Los Angeles County Ambulance Ordinance:

In recognizing that ambulances companies are providing care to patients when they are most vulnerable, and that appropriate oversight is critical to public safety, the Los Angeles County Code, Title 7 Business Licenses, Chapter 7.16, Ambulance Ordinance, was revised to ensure that all ambulance companies operating in both the unincorporated and incorporated areas of the County are licensed. Licensure will ensure medical oversight, improve patient safety, and ensure that all companies operating in the County comply with State and County rules and regulations. The revised Los Angeles County Ambulance Ordinance, approved by the Board of Supervisors on June 28, 2011, became effective on **July 28, 2011**.

“Existing” (operating in the County prior to July 28, 2011) ambulance companies were given a deadline of January 30, 2012 for submission of an application for a Los Angeles County Ambulance Operator Business License. Companies that failed to do so, were notified that they were out of compliance with the Ambulance Ordinance and must “cease and desist” operation in Los Angeles County until such time that an application is submitted and approved. Additionally, new companies (as of July 28, 2011) wishing to operate in the County could not begin operation until an application was submitted and approved. Furthermore, any new company that began operations in the County without an Ambulance Operator Business License, or any “existing” company that did not submit their application by the January 30, 2012 deadline and continued to operate in the County could receive penalties of \$5,000 per occurrence and could be subject to misdemeanor infractions.

The EMS Agency staff continues working to develop new policies and procedures for the enforcement of the Ambulance Ordinance and the processing of the applications. As of **June 30, 2012**, a total of 27 companies have been licensed, 44 “existing” companies have submitted applications, five new companies have also submitted applications, six “existing” companies did not submit applications by the deadline, and applications from two companies have been denied. These two companies may no longer operate in Los Angeles County.

The Mobile Medical Systems (MoMS):

The Mobile Medical Systems (MoMS), which includes the tractor and a 53 foot triple-wide trailer that opens into a 1000 square foot patient treatment unit, was once again deployed and exercised for the Long Beach Marathon on **October 9, 2011**, and also for the Los Angeles Marathon on **March 18, 2012**, in Santa Monica. To maintain experience with the set-up and use, the EMS Agency continues utilizing it for exercises and public showings.

In addition, the *Decontamination Trailer* was deployed on **January 1, 2012**, for the Rose Parade and Bowl at the County of Los Angeles Fire Department's (LACoFD) Camp 2 in Pasadena.

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Camp 2 is a helicopter standby location during fire season. The LACoFD operates ten fire camps strategically located throughout the County to assist in the suppression of wildland fires, complete fuels management projects, and to assist with minor building construction projects.

Emergency Preparedness Fair:

An Emergency Preparedness Fair was held on **March 2, 2012** in collaboration with Hubert H. Humphrey Comprehensive Health Center. This event featured exhibits and information to educate the public about planning for a natural or man-made disaster. A number of agencies participated in the event including the Los Angeles County Department of Public Health, the City of Los Angeles Emergency Management Department, the American Red Cross, SOS Survival Products, the Los Angeles County Disaster Healthcare Volunteers, the San Onofre Nuclear Generation Station, the Los Angeles County Department of Animal Control, and Dexter the Disaster Awareness Dog. The main objective of the event was to teach the importance of emergency preparedness.

EDAP Program Suspended:

East Los Angeles Doctor's Hospital suspended their EDAP program effective **April 16, 2012**.

Sidewalk CPR:

On **June 7, 2012**, thanks to a unique collaboration between the EMS Agency, the Los Angeles County Fire Department, and the American Heart Association, over 5,000 residents of Los Angeles County learned the basics of "hands only" cardiopulmonary resuscitation (CPR). The "*Sidewalk CPR*" event synchronized CPR training at more than 80 retail and public sites throughout the County. BLS-certified personnel were provided by fire stations, ambulance companies, and hospitals to train residents in the simple "hands only" CPR technique that is vital to saving the life of someone in sudden cardiac arrest. Currently only 30% of patients experiencing sudden cardiac arrest receive CPR; it is hoped that through this program this percentage will increase.

Revised Trauma Triage Criteria:

The revised trauma triage criteria comprised the majority of EMS Update 2012. Deadline for completion of the mandatory training program for all EMS providers, paramedics and mobile intensive care nurses was **June 11, 2012**. Transportation according to the revised guidelines began May 1, 2012 if the provider on scene had completed the training program. Refer to the *Trauma System Status Report 2012* submitted in conjunction with this Annual Update for further details.

EMS System Data Report:

The first *EMS System Data Report* was presented on **July 1, 2012**. The goals of the systemwide data report include:

- Provide EMS data to our system participants and in doing so encourage them to recognize the importance of their data in managing our system.
- Highlight data gaps and their impact on our ability to make data driven decisions and to properly evaluate the quality of patient care provided.
- Demonstrate how the EMS system design parallels the healthcare needs of the community in addressing the leading causes of death and disability (heart attack, stroke, and trauma) as reported by Public Health.

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Future use of the data will help guide us as we continue to shape our system to meet the needs of our ever changing community. A copy of the *EMS System Data Report* is included in the documents submitted with this annual update.

FACILITY / PROVIDER CHANGES:

Standing Field Treatment Protocol Provider Agencies (Total of 14 provider agencies, addition is noted in **BOLD**):

- Alhambra Fire Department
- Burbank Fire Department
- Culver City Fire Department
- Downey Fire Department
- La Verne Fire Department (February '11)
- Long Beach Fire Department
- Los Angeles Fire Department
- Los Angeles Sheriff's Department
- **Monterey Park Fire Department**
- San Marino Fire Department
- Santa Fe Springs Fire Department
- Santa Monica Fire Department
- Torrance Fire Department
- West Covina Fire Department

STEMI Receiving Centers (Total of 34 facilities, addition is noted in **BOLD**. A SRC map is included with the documents submitted.):

- Antelope Valley Hospital (February '07)
- Beverly Hospital (February '07)
- Cedars Sinai Medical Center (March '07)
- Citrus Valley Medical Center Inter-Community Campus (March '07)
- Garfield Medical Center (June '07)
- Glendale Adventist Medical Center (January '07)
- Glendale Memorial Hospital and Health Center (March '07)
- Good Samaritan Hospital (July '07)
- **Hollywood Presbyterian Medical Center** (April '12)
- Huntington Memorial Hospital (January '07)
- LAC Harbor-UCLA Medical Center (May '07)
- LAC+USC Medical Center (December '07)
- Lakewood Regional Medical Center (March '09)
- Long Beach Memorial Medical Center (January '07)
- Los Robles Hospital and Medical Center (Ventura County, August '07)
- Methodist Hospital of Southern California (January '07)
- Northridge Hospital Medical Center (December '06)
- Palmdale Regional Medical Center (May '07)
- Pomona Valley Medical Center (January '07)
- Presbyterian Intercommunity Hospital (March '07)

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- Providence Holy Cross Medical Center (January '07)
- Providence Little Company of Mary Hospital (February '07)
- Providence St. Joseph Medical Center (December '06)
- Providence Tarzana Medical Center (January '07)
- Saint John's Health Center (June '07)
- Saint Jude Medical Center (Orange County, May '08)
- San Antonio Community Hospital (San Bernardino County, February '09)
- Santa Monica-UCLA Medical Center (February '07)
- St. Mary Medical Center (May '07)
- Torrance Memorial Medical Center (December '06)
- UCLA Medical Center (June '07)
- Valley Presbyterian Hospital (January '07)
- West Hills Hospital and Medical Center (April '07)
- White Memorial Medical Center (March '07)

Approved Stroke Centers (Total of 28 facilities, additions are noted in **BOLD**. An ASC map is included with the documents submitted.):

- **Antelope Valley Hospital** (February '12)
- Cedars-Sinai Medical Center (November '09)
- Garfield Medical Center (April '11)
- Glendale Adventist Medical Center (November '09)
- Henry Mayo Newhall Memorial Hospital (April '10)
- Huntington Memorial Hospital (December '09)
- Kaiser Los Angeles Medical Center (November '10)
- Kaiser Foundation Hospital – Woodland Hills (June '11)
- Long Beach Memorial Medical Center (November '09)
- Los Alamitos Medical Center (*Orange County*) (November '09)
- Los Robles Hospital & Medical Center (*Ventura County*) (October '10)
- Methodist Hospital of Southern California (August '10)
- Northridge Hospital Medical Center (November '09)
- Pomona Valley Hospital Medical Center (January '11)
- Presbyterian Intercommunity Hospital (November '09)
- Providence Little Company of Mary – San Pedro (November '09)
- Providence Little Company of Mary Medical Center - Torrance (June '10)
- Providence Holy Cross Medical Center (June '10)
- Providence St. Joseph Medical Center (November '09)
- Providence Tarzana Medical Center (June '10)
- Ronald Reagan UCLA Medical Center (November '09)
- St. Jude Medical Center (*Orange County*) (December '09)
- St. Mary Medical Center (May '11)
- Torrance Memorial Medical Center (November '09)
- Valley Presbyterian Hospital (June '11)
- **Verdugo Hills Hospital** (January '12)
- **West Hills Hospital & Medical Center** (August '11)
- White Memorial Medical Center (December '09)

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Licensed Ambulance Operators (Total of 27 newly licensed companies. Reference No. 401.1, Licensed Ambulance Operators, is included with the documents submitted.):

- Aegis Ambulance Service, Inc.
- AmbuServe Inc.
- American Medical Response of Southern California
- AmeriCare Ambulance
- Antelope Ambulance Service
- Bowers Companies, Inc.
- Care Ambulance Service
- Emergency Ambulance Service, Inc.
- Gentle Care Transport
- Geber Ambulance Service
- Guardian Ambulance Service
- Impulse Ambulance, Inc.
- Liberty Ambulance Service
- Mauran Ambulance Service
- MedCoast Ambulance Service
- MedReach Ambulance
- MedResponse, Inc.
- Mercy Air
- Mercy Ambulance Service
- Priority One Medical Transport, Inc.
- PRN Ambulance, Inc.
- Rescue Services International, Ltd.
- Schaefer Ambulance Service
- Symons Ambulance
- Trinity Ambulance and Medical Transportation, LLC
- West Coast Ambulance, Inc.
- Westmed/McCormick Ambulance Company

The commitment and mutual cooperation within the EMS community is integral to fulfilling our responsibility as the lead agency in planning, implementing, and evaluating the emergency medical services system in Los Angeles County, the largest multi-jurisdictional EMS system in the Country. In keeping with the Mission Statement of the Los Angeles County EMS Agency, *To ensure timely, compassionate, and quality emergency and disaster medical services*, Los Angeles County continues to provide high quality, responsive emergency medical care to its residents and visitors.